

# LORRA HERNON

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Full-time student and enlisted member of the United States Air Force Reserves who is ready to serve not just in the military but in healthcare to expand on serving those within the community.

## EDUCATION

**Bachelor of Science in Nursing** Expected September 2021

Seattle University – Seattle, WA

- Alfie Scholarship Recipient for academic excellence and promoting civility

**Associate in Pre-Nursing (GPA 3.9)** 2019

Pierce College – Tacoma, WA

- President's List (GPA 4.0, Fall 2018)
- Phi Theta Kappa Honor Society, Member

## SKILLS & LANGUAGES

- Complex Problem Solving
- Quality Control Analysis
- Compassion
- Adaptability
- American Sign Language
- Korean

## CERTIFICATION

American Heart Association BLS Provider Certification Valid until June 2021

Signing Exact English Certificate 2017

## PROFESSIONAL EXPERIENCE

**Aircraft Fuel Systems Mechanic**, U.S. Air Force Reserves February 2015 – Present

McChord Air Force Base – Tacoma, WA

- Diagnose system and component malfunctions of an average of 50 aircrafts per year, resolving errors to ensure proper flight.
- Follows technical orders and procedures to guarantee 100% safety for proper maintenance.
- Volunteered 139 additional days of duty to assist with critical personnel shortage, reducing response time by 80% for mission critical aircrafts.
- Prepared, served and communicated with more than 400 multinational event participants over four hours, boosting morale.

**Barista (Team Lead)**, Starbucks August 2017 – May 2018

Whiteman Air Force Base – Knob Noster, MO

- Prepared and served drinks and food to an average of 100 customers per shift in accordance with health codes and café standards.
- Increased customer satisfaction by 60% during my shift by responding quickly to complex requests in a fast-paced environment, mitigated situations when customers were displeased, and communicated solutions for customers to leave satisfied and therefore repeat customers.
- Trained new employees on store procedures and practices in half the time allotted for typical employees increasing productivity by 33% per shift.

## **LEADERSHIP & SERVICE**

**Family Day Event Coordinator**, U.S. Air Force Reserves May 2019 – August 2019  
McChord Air Force Base – Tacoma, WA

- Secured 10 activities and 1 entertainer for 400 guests to enjoy at the 446 Maintenance Group Family Day to boost morale of 200 service members.

**Games Personnel Volunteer**, Special Olympics Washington June 2019  
Joint Base Lewis McChord Base – Tacoma, WA

- Participated in and recruited 2 other volunteers to assist with set up and tear down of equipment for the cycling event which supported 190 athletes and 16 coaches throughout the event.

**ED Volunteer**, Mary Bridge Children's Hospital November 2018 – March 2019  
Tacoma, WA

- Aided 50 families that came into the emergency department with supplies and comfort items to relieve stress and make the hospital setting less intimidating.
- Ensured all equipment in the lobby were clean and sanitized for children and family members who may be sick.